

Enterprise Incident Report December 2012

As of 1/2/2013

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Metro D Desktop Support	Jon Hager	1 1	47 45	0 0	48 46
		Assigned to Individual Total	1 1	47 45	0 0	48 46

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			High	Low	Medium	FCR Total
Agriculture and Food	Metro D Help Desk	Doug Brown	0 0	2 2	0 0	2 2
		John Robinson	0 0	1 1	0 0	1 1
		Matthew Earl	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Assigned Group Total		1 1	57 52	2 1	60 54
	Customer Company Total			1 1	57 52	2 1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Jon Hager	1 0	47 0	0 0	48 0
		Assigned to Individual Total	1 0	47 0	0 0	48 0

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			High	Low	Medium	MIR Total
Agriculture and Food	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		John Robinson	0 0	1 0	0 0	1 0
		Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		1 0	57 1	2 1	60 2
Customer Company Total			1 0	57 1	2 1	60 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	0 0.00	0 0.00	1 38.92	1 38.92
		Assigned to Individual Total	0 0.00	0 0.00	2 19.46	2 19.46
	Capitol Hosting	Curtis Parker	0 0.00	1 9.00	0 0.00	1 9.00
		Assigned to Individual Total	0 0.00	1 9.00	0 0.00	1 9.00
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.76	0 0.00	2 0.76
		Sarah Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.38	0 0.00	4 0.38
	Metro D Desktop Support	Jon Hager	1 0.00	47 0.02	0 0.00	48 0.02

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			High	Low	Medium	ATTIR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	1 0.00	47 0.02	0 0.00	48 0.02
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Matthew Earl	0 0.00	2 0.34	0 0.00	2 0.34
		Assigned to Individual Total	0 0.00	5 0.14	0 0.00	5 0.14
	Assigned Group Total		1 0.00	57 0.21	2 19.46	60 0.85
Customer Company Total			1 0.00	57 0.21	2 19.46	60 0.85

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Jon Hager	1 0	47 0	0 0	48 0
		Assigned to Individual Total	1 0	47 0	0 0	48 0

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			High	Low	Medium	MR Total
Agriculture and Food	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		John Robinson	0 0	1 0	0 0	1 0
		Matthew Earl	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		1 0	57 1	2 1	60 2
Customer Company Total			1 0	57 1	2 1	60 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.65	1 0.65
		Martin Gonzalez	0 0.00	0 0.00	1 43.81	1 43.81
		Assigned to Individual Total	0 0.00	0 0.00	2 22.23	2 22.23
	Capitol Hosting	Curtis Parker	0 0.00	1 9.00	0 0.00	1 9.00
		Assigned to Individual Total	0 0.00	1 9.00	0 0.00	1 9.00
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 1.36	0 0.00	2 1.36
		Sarah Johnson	0 0.00	1 2.24	0 0.00	1 2.24
		Assigned to Individual Total	0 0.00	4 1.24	0 0.00	4 1.24
	Metro D Desktop Support	Jon Hager	1 0.00	47 0.04	0 0.00	48 0.04

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			High	Low	Medium	ATTR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	1 0.00	47 0.04	0 0.00	48 0.04
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Matthew Earl	0 0.00	2 0.57	0 0.00	2 0.57
		Assigned to Individual Total	0 0.00	5 0.23	0 0.00	5 0.23
	Assigned Group Total		1 0.00	57 0.30	2 22.23	60 1.05
Customer Company Total			1 0.00	57 0.30	2 22.23	60 1.05

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Detail

INC000000618411	LaJeanne Gilgen Metro D Help Desk	Application Matthew Earl	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.68 1.13
INC000000619410	Mark Martin Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.34
INC000000620032	Gene Mecham Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000620665	Sherie Edginton Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000620845	Robert Hougaard Application Services	Application Martin Gonzalez	None Agriculture and Food	Gmail Medium	Resolved	TIR Missed: Yes TTR Missed: Yes	38.92 43.81
INC000000620925	Carla Johnson Metro D Help Desk	Network Matthew Earl	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000621220	Stephen Ogilvie Metro D Help Desk	None Doug Brown	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000621354	Sara Lealos Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000621355	Kyle Stephens Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000621359	Matt Bailey Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622058	Cindy Taylor Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.64 1.28
INC000000622703	Clint Burfitt Capitol Hosting	None Curtis Parker	None Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	9.00 9.00
INC000000622712	Raymond Loveless Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622714	Cindy Taylor Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622719	Linda Lewis Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000623564	Danielle Mccaslin Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000623595	Clay Petersen	Network	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000623612	Dale Kunze	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000624112	Dale Kunze	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000624118	Stephen Ogilvie	Application	Reporting	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000624132	Drew Matthews	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000624150	Rich Riding	Network	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000625964	Amanda Bowthorpe	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000625966	Carla Johnson	Network	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000625968	Stephen Ogilvie	Application	Error	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000625971	Therese Aschkenase	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000625975	Carla Johnson	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000626379	Eldon Ekins	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000626716	Slate Stewart	None	None	Gmail	TIR Missed: No	0.00
	Help Desk	Sarah Johnson	Agriculture and Food	Low Resolved	TTR Missed: No	2.24
INC000000626749	Cathie Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000626752	Clay Petersen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000626761	Cathie Larsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000626770	Clay Petersen	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00

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INC000000626771	Bruce King	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000626774	LaJeanne Gilgen	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000626778	LaJeanne Gilgen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000626831	Sara Lealos	Application	None	Gmail	TIR Missed: No	0.99
	Help Desk	Julie VanBeekum	Agriculture and Food	Low Resolved	TTR Missed: No	2.18
INC000000627271	Carla Johnson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627395	Amanda Bowthorpe	Network	Password	Gmail	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627396	Amanda Bowthorpe	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627398	Michelle Jack	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627400	Danielle Mccaslin	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627412	Blaine Thomsen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627415	Tiffany Graham	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627416	Therese Aschkenase	Application	Reporting	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627418	Rich Riding	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627470	Danielle Mccaslin	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627942	Cindy Taylor	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627943	Blaine Thomsen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
INC000000627944	Amanda Bowthorpe	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00

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INC000000627947	Stephen Ogilvie	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000628127	Jeffery Alger	Application	Password	Utah Master Directory		TIR Missed: No	0.54
	Help Desk	Julie VanBeekum	Agriculture and Food	Low	Resolved	TTR Missed: No	0.54
INC000000628153	Jeffery Alger	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000629687	Jayson Ross	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000629688	Shelly Jensen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000629689	Cindy Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000629690	Bracken Davis	Application	Reporting	ArcGIS Server Applications		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000629695	LaJeanne Gilgen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000629844	Larry Lewis	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Agriculture and Food	Medium	Resolved	TTR Missed: No	0.65
INC000000630419	Amanda Bowthorpe	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00